My Garmin Device is Locking Up



Link: https://help.responsiblefleet.com/troubleshooting/my-garmin-device-is-locking-up/ Last Updated: July 19th, 2016

Garmin Device Troubleshooting

Although we defer to Garmin's support team for general Garmin support, our in-house Support team can help troubleshoot the following Garmin-related issues:

- Device is not listed in the Garmin-Enabled Vehicles list.
- The Garmin-Enabled Vehicles list says the Garmin is not active.
- The Garmin is not sending/receiving messages.

Performing a Hard Reset

If the Garmin device is not displaying the Dispatch screen or is not responding to any other troubleshooting steps, you may be instructed to apply a hard reset.

• To perform a hard reset:

- 1. Disconnect and power off the Garmin by pressing and holding the power button for five seconds, and then select Yes when prompted.
- 2. Press and hold the lower-right corner of the screen while you power the Garmin back up.
- 3. Continue holding your thumb in the corner until you see a pop-up window with the option to clear all data. Select Yes.
- 4. After the device has cleared the data and restarted, the device will ask you to set up the Garmin. Follow the on-screen directions.
- 5. When the setup has been completed, you will see "Where to?" and "View Map" options.
- 6. Power down the Garmin by holding down the power button for five seconds, and then Select Yes when prompted.
- 7. Reconnect Garmin to FMI cable.

Updating Garmin Device Firmware

There are also some instances in which the Garmin will need to have its firmware updated.

To update Garmin firmware:

- 1. Plug the Garmin into a computer and visit the Garmin firmware website to download and install updates.
- 2. Once this has been completed, plug the device back into the FMI cable and run through a verification.